



**INDIANA DEPARTMENT OF  
CORRECTION  
COMMUNITY ENGAGEMENT  
VOLUNTEER HANDBOOK**

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## **2 MISSION, VISION, & PHILOSOPHY**

### **Mission**

We promote public safety by providing meaningful, effective opportunities for successful re-entry.

### **Vision**

As the model of best correctional practices, we strive to return productive citizens to our communities and inspire a culture of accountability, integrity, and professionalism.

### **Philosophy**

The Department of Correction will be managed consistent with pertinent federal and state constitutional and statutory provisions. Programs will be provided for all committed offenders to ensure public safety and to enhance the offenders' reintegration into the community, as well as to provide safe living and working conditions for staff and offenders. Offenders will be assigned to the least restrictive environment, consistent with the safety of the community. The Department will adhere to a multidisciplinary approach for the management of offenders.

The overall objective of the Department of Correction is to implement a system of management that will ensure an effective and efficient correctional operation within the mandate of the Indiana Constitution which states, "The penal code shall be founded on the principles of reformation, and not of vindictive justice."

## **3 HISTORICAL OVERVIEW**

Prior to 1953, the Indiana correctional system was a division of the State Department of Public Welfare. It functioned on a decentralized basis since each correctional institution was governed by a Board of Trustees. In 1953, the Indiana General Assembly created the Indiana Department of Correction as a State agency. This action was intended to provide a system-wide authority for all correctional facilities and operations to improve the administration, cooperation, and coordination of all aspects of the State's correctional responsibilities. At that time, there were six correctional institutions - Indiana State Prison, Indiana Reformatory, Indiana Women's Prison, Indiana State Farm, Indiana Boys' School and Indiana Girls' School.

## **4 ADULT FACILITY OVERVIEW**

Adult facilities are classified into three levels of security: Minimum, Medium, and Maximum. The main considerations in assigning an offender to a security level are the committing offense, the length of sentence, and their prior criminal history. The housing setup varies at each facility, but it is commonly a combination of dormitory-style and celled-space.

### **Intake**

Once an individual has been sentenced to the IDOC, they are first taken to an intake facility. For adult males, it is the Reception Diagnostic Center in Plainfield. Adult females are sent to the Rockville Correctional Facility. Upon arrival at the admitting facility, offenders are given medical, dental, psychological, and educational screening. They are also evaluated through interviews, reports, and diagnostic tests. This evaluation establishes the basis of the offenders' facility and program assignment.

An important objective of classification is to assign offenders to the least restrictive security consistent with the protection of the community and the safety of staff and other offenders. The Classification Department matches the characteristics and needs of offenders with the appropriate levels of physical security, staff supervision, and program services of the facilities. Essentially, Classification attempts to balance offender's needs with public safety.

### **Case Management**

The Department recognizes the need for a Case Management approach to help prepare the offender for Re-Entry into the community. Case Management coordinates the delivery of treatment services, including the management of evidence-based programs, courses, and activities, which provides for a continuum of supervision and care for agencies serving the offender. Case Management targets a reduction in recidivism through the formulation and implementation of an individualized Case Plan. Case Management in a correctional environment is utilized for the following purposes:

- To provide effective evidence-based programs, courses, activities, and services to address the criminogenic needs of each offender.
- To increase the offender's potential for successful reintegration into society; and,
- To provide for the safety and security of the community

In order to implement a Case Management process, the Department shall utilize the Unit Team concept. Assessment and classification of offenders facilitates short-term and long-range planning and program development in the correctional system as a whole and at each facility, parole district, or program location.

### **The Daily Routine**

The daily routine starts with a morning meal followed by a work or educational assignment. If they do not have a job or educational assignment, they are typically confined to their cell/living area. There is an afternoon meal before they return to their assignment or housing unit which is followed by an evening meal. In the evening, offenders typically participate in leisure activities such as recreation, volunteer activities, faith-based services, visitation, access to the library, and telephone/video visitation. Evenings and weekends are the most common times for volunteer activities.

### **Facility Services and Programming**

The services offered at each facility vary based on the size, security level, population, and other factors. The most common services include medical and dental, educational, and vocational opportunities, recreational facilities, substance abuse treatment, re-entry programming, and volunteer activities. Some facilities also have specialized housing units for character and faith-based programming, military veterans, and substance abuse treatment.

### **Count Times**

Offenders are counted several times throughout the day. Staff will inform volunteers when counts are conducted and schedule your activity accordingly. While you will not be asked to assist with counts, staff may give you instructions based on the circumstances. Emergency counts may be conducted at any time for a variety of reasons. It is important to understand that no individuals (staff, volunteers, etc.) are

permitted to enter or exit the facility during an emergency count. If you are inside the facility when an emergency count is called, staff will give you specific instructions.

### **Offender Conduct and Discipline**

Offender discipline is another part of the daily life inside a correctional facility. With large numbers of a diverse group of people living in close quarters, some of them with violent or extensive criminal histories, it is critical that staff maintain order. It is the objective of the Department to develop appropriate rules and regulations that are designed to encourage offenders to respect the rights of others and promote the safety of their environment. If you observe any situation that you believe is prohibited, notify any staff member immediately.

## **5 THE DIVISION OF YOUTH SERVICES**

### **Vision**

Our DYS vision is to positively impact the future of Indiana's delinquent youth to foster responsible citizenship.

### **Mission**

Our DYS mission is focused on community protection, accountability, beliefs that foster responsible community living and competency development. The Division of Youth Services (DYS) is charged with providing correctional services to youth that have been adjudicated. DYS consists of three juvenile facilities. Juvenile females are housed at the LaPorte Juvenile Correctional Facility. Juvenile males are first sent to the Logansport Juvenile Correctional Facility Intake Unit and then sent to either Pendleton Juvenile Correctional Facility or the Logansport Juvenile Correctional Facility Treatment Unit. Male juveniles are classified to their treatment facility based upon their programming needs.

For more information about the Division of Youth Services, visit their website at - [www.in.gov/idoc/dys](http://www.in.gov/idoc/dys)

## **6 STAFF SUPPORT**

It is extremely important to the Department that every volunteer feels supported and appreciated throughout their experience. Every facility has designated a Community Engagement Coordinator (CEC) to directly support volunteers through facilitating volunteer training, paperwork, scheduling, and overall management. The CEC works in collaboration with the facility administration as well as the Public Information Officer, Chaplain, PLUS Coordinator, and any other staff that supervises volunteers. If at any point during your volunteer experience you have any questions, comments, or concerns, you may contact your group leader, CEC, your facility point of contact, or any immediate staff member.

## **7 VOLUNTEER QUALIFICATIONS**

Criteria for serving in a volunteer capacity include:

- A. At least 18 years of age;
- B. Not under Department supervision or the supervision of any other correctional system or program or on probation.
- C. Not immediate family member of an offender where personal contact cannot be avoided;

- D. Provision of references on request.
- E. Maturity and ability to handle volunteer responsibilities.
- F. Willingness to accept supervision and direction.
- G. Willingness to submit to a Tuberculosis screening.
- H. Willingness to provide an identified and approved service.
- I. Ability to meet attendance and performance requirements.
- J. Willingness to meet and complete all training requirements; K. Ability to complement the work of staff.
- L. Agreement to work without compensation.
- M. Ability to accept differences in people, namely culture, race, religion and values.
- N. Willingness to undergo a criminal history check (NCIC); and,
- O. Subject to the approval of the Warden. Exceptions to “B” and “C” may be made with the approval of the Warden. A criminal history does not automatically disqualify an individual from becoming a volunteer. Individuals who have a criminal history are encouraged to apply and will be given serious consideration and determined on a case-by case basis.

## **8 TRAINING REQUIREMENTS**

It would be impossible to prepare volunteers for every situation and scenario they will experience. But we have created various sources of information, using multiple delivery methods, as well as providing support to volunteers throughout their time with the IDOC. Volunteers will receive an orientation to the facility and complete the required paperwork including a background check. Volunteers are also required to be screened annually for Tuberculosis. This test is provided free of charge to volunteers at the facility or it can be done in the community at the volunteer’s expense. The volunteer categories below have been created to provide the appropriate amount of training to volunteers based on their level of supervision. These designations do not imply seniority or rank.

### **Green Badge Volunteers**

Most volunteers in the Department are Green Badge Volunteers. This is the typical designation for incoming volunteers. Staff will always be in the immediate proximity if assistance is needed. They are issued a green identification card.

### **Blue Badge Volunteers**

Blue Badge Volunteers are less common. These volunteers do not require staff supervision. The facility may issue them a radio and keys. Blue Badge Volunteers have more extensive orientation and annual training requirements. They are required to complete skill-based training through the facility’s Training Department in addition to new volunteer orientation and annual volunteer in-service. They are issued a blue identification card.

## **eLearning Modules & the Volunteer Handbook**

Each year, every volunteer must review the volunteer eLearning Modules and this Volunteer Handbook which are updated annually. The most updated versions of the computer-based training and the Volunteer Handbook are always located on the IDOC Volunteer website -

<https://www.in.gov/idoc/volunteer/>.

## **New Volunteer Orientation**

After a volunteer has reviewed the eLearning Modules and read this Volunteer Handbook, the next step is to attend New Volunteer Orientation at the facility where you will be volunteering. This provides an opportunity for staff to connect the general information you have reviewed and put it into context at their specific facility. The topics that will be reviewed include but are not limited to the following:

- Facility staff contact information;
- Facility policies and procedures;
- Facility entrance/exit procedures, building layout, dress code, etc.; and
- Review of important topics like trafficking, manipulation, fraternization, PREA, etc. and how they relate to the facility.

## **Annual Volunteer In-Service**

Each year, volunteers are required to attend Annual Volunteer In-Service at the facility. This gives staff the opportunity to check-in with volunteers and update them on changes, recent events, and reiterate important topics. It also provides an opportunity for volunteers to network and learn more about how the facility engages with the community. The topics that will be reviewed include but are not limited to the following:

- Facility staff changes
- Changes in facility practices, policies, or procedures
- Reiterating important topics like appropriate boundaries, manipulation, trafficking, PREA, and any recent incidents at the facility
- Reminders of current practices
- Reviewing recent issues, concerns, etc.
- Celebrating accomplishments, volunteers, facility activities, community engagement, etc.
- Soliciting feedback from volunteers
- Discussing the current volunteer and donation needs of the facility
- Any other pertinent information determined by the facility

## **9 ALCOHOL, TOBACCO, & DRUG FREE ENVIRONMENT**

Volunteers cannot be under the influence of any drugs, alcohol, or other impairing substance while volunteering nor should volunteers attempt to bring any form of alcohol or drugs, including prescription medications, inside the facility. If a volunteer requires prescription medications during their volunteer service, they must communicate that to the CEC prior to visiting the facility and provide official documentation so that it can be approved. No tobacco products, including cigarettes, e-cigarettes, chewing tobacco, snuff, lighters, or pseudo products, can be in the possession of a volunteer while at any IDOC facility. All tobacco products must be locked securely in your vehicle. Smoking and/or the use of any tobacco or tobacco-like product is not permitted on IDOC property. Failure to adhere to the IDOC's policies regarding drugs, alcohol, and tobacco, may result in the gate closure of a volunteer.

## **10 GATE RELEASE**

Sometimes a volunteer will need to bring in items as a part of their volunteer service. Examples of items could be handouts, books, or other educational material. The volunteer would make the request through the Community Engagement Coordinator prior to bringing in the items and the CEC will complete a form called a gate release. This would authorize the items to be brought inside the facility. This is also the same process if a volunteer wanted to bring in a guest to accompany their volunteer program. The CEC will give you more information about the gate release process at their facility.

## **11 DRESS CODE**

In the community, your appearance can have a huge impact on how others perceive you. In a correctional environment, personal appearance is even more important. It communicates a very strong message to the population, and it can play a significant role in the safety and security of volunteers and the facility in general. It is for that reason that volunteers are generally held to the same standard as staff. There is always the potential for danger in a correctional environment and volunteers should dress accordingly. Volunteers should arrive at the facility in a neat and professional manner. Clothing and hair should be well-kept and conservative in nature. It is best to dress in business casual attire, but some facilities may allow you to dress in more casual attire such as jeans and tennis shoes. You will not be permitted into the facility if your appearance does not meet the standards of the facility. The most common reasons for volunteers being turned away are tight-fitting or revealing clothing, shorts, sandals/open-toed shoes, excessive heels, or excessive jewelry. It is also recommended that bras with underwire are not worn as they may prevent entrance into a facility. Each facility has the discretion to dictate the dress code for volunteers. The Community Engagement Coordinator will inform you of any specific rules at their facility, but it is advised to always ask prior to arriving if you are not sure. We always recommend erring on the side of caution. If you are not allowed into the facility, follow the directions given to you by staff. If a volunteer becomes argumentative, it can result in that volunteer being terminated. You are always welcome to discuss your concerns with your facility contact after the situation but disagreeing or arguing with visitor processing staff creates a disruption to the facility's intake process.



## **12 ENTRY AND EXIT PROCEDURES**

The IDOC is charged not only with public safety but also with the safety of staff, volunteers, and our offender population. To maintain the orderly operation of a facility and to facilitate volunteer participation, it is necessary that all rules and regulations are followed. When you first arrive at the facility, it is best to park with your license plate facing the aisle. Some facilities do not allow you to back in or pull through. It is important to secure your vehicle by rolling up your windows and locking your doors. If you arrive early, do not wait in your vehicle as this can be perceived as a security concern. Do not leave any identifying information visible in your car such as mail, "For Sale" signs with phone numbers, or any other personal information. There may be offender workers in the parking lot that could obtain your personal information. Before leaving your car, pat yourself down and check all your pockets for any prohibited items that should be secured in your vehicle. You should only have car keys and your volunteer ID or driver's license. Everyone who enters a facility is subject to a search. The best way to make this process as smooth as possible is to only bring in essential items. You will need a government-issued photo ID or IDOC volunteer ID. This piece of identification must remain in your possession the entire time that you are inside the facility. We suggest you secure any valuables in your vehicle such as your cell phone, any other electronic devices, currency, and your purse/wallet. All electronic devices, tobacco, drugs, alcohol, and weapons are strictly prohibited inside the facility. Electronic devices include cell phones, pagers, smart watches, flash drives, recording devices, etc. You may also be asked to secure your car keys in a locker. The lockers typically require a quarter to lock, and the quarter is returned when the items are retrieved. You are permitted to bring minor personal items into the facility such as tissues, pen/paper, a snack or sealed beverage, or other similar items. The CEC will communicate exactly what items are permitted inside the facility and volunteers are encouraged to always ask before bringing any items into the facility. If you have any type of medical condition, inform the CEC so the proper authorization can be requested, and any necessary accommodations can be made. As you enter the facility, you will sign-in in the volunteer binder. This is for your safety and accountability purposes and it allows the CEC to have an accurate account of volunteer activities. Inform staff that you are a volunteer, and they will direct you to the search area. You will be required to take off your shoes, belt, jacket, and empty everything out of your pockets into a bin to be run through an x-ray machine like those found at airports. Custody staff will inspect all items being brought into the facility. You will then be asked to pass through a metal detector. If you are wearing a bra that has an underwire, you may be asked to be searched in a private area. You may also be asked to walk around a "cell sense" machine. These are posts that are designed to detect contraband. After you have been cleared, a staff person will pat search you. When the pat search is complete and your items have been inspected, you will be able to retrieve your items. After this point you may be required to show your ID again and have your hand stamped prior to entering the facility. A K-9 Officer may also be present. In this case, you would be instructed to sit in a designated area while the K-9 walks around you. Never approach a K-9 guided by an IDOC staff member. Upon exiting the facility, make sure you are leaving with only the items you entered with and no more and no less. You will be required to show staff your ID upon exiting and your stamped hand, if applicable. Lastly, you will sign-out of the volunteer binder. If at any time while inside the facility you lose or misplace any items, report it to any staff member immediately. Restrooms are typically available at the entrance to the facility. This is the most convenient location. Ask your Community Engagement Coordinator where the restrooms are located near your volunteer area.

Custody staff at checkpoint are responsible for the safe entry and exit of all staff, visitors, volunteers, and guests. The most important thing to remember during this process is to always follow their direction. They will always have the final say in who and what enters and exits the facility.

### **13 WORKPLACE HARASSMENT PREVENTION**

The Indiana Department of Correction strives to maintain an environment free from sexual harassment and any harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation, or gender identity, or physical or mental disability, and to implement this policy in a consistent and vigorous manner. Every volunteer has the right to serve in a professional environment that promotes equal opportunities and prohibits any type of harassment. Workplace harassment whether verbal, physical, or environmental is unacceptable and will not be tolerated by the IDOC. The IDOC will not tolerate workplace harassment whether engaged in by staff or the offender population. The IDOC encourages reporting of all incidents of harassment to any staff member.

### **14 INCIDENT/ACCIDENT REPORTING**

Any incidents and/or accidents while in the facility or on facility grounds should be reported immediately to your group leader, the Community Engagement Coordinator, and/or any staff member. Incidents and accidents include:

- Injury to you or another person
- Vehicle accidents • Damaged, lost, or stolen property
- Other occurrences, no matter how minor

### **15 PRISON RAPE ELIMINATION ACT**

The Prison Rape Elimination Act (PREA) is a federal law that was created in 2003 to, “provide for the analysis of the incidence and effects of prison rape in Federal, State, and local institutions and to provide information, resources, recommendations and funding to protect individuals from prison rape.” In summary, it states that there is no consensual sex in the IDOC, between staff and offenders, volunteers and offenders, or offenders and offenders. If a volunteer witnesses or is given information related to a sexual assault, they must report it to any staff member, and it will remain strictly confidential. It is the policy of the IDOC to provide a safe and secure environment for all staff, volunteers, visitors, and offenders and to maintain a program for the prevention of sexual abuse and sexual harassment. The IDOC is committed to a zero-tolerance policy for all forms of sexual abuse and sexual harassment between staff, volunteers, visitors, and offenders whether committed by staff, volunteers, visitors, or other offenders. Sexual activity by staff, volunteers, visitors, and offenders with offenders, regardless of whether consensual or not, is strictly prohibited and violation of this policy may result in criminal prosecution. More information about PREA is in the eLearning Module and the volunteer paperwork. The PREA brochure will be provided to every volunteer at orientation and annual in-service training.

### **16 ARREST & CONVICTION POLICY**

To remain an active IDOC volunteer, you must agree to report if you are arrested, charged, convicted, or sentenced for a felony or misdemeanor offense as well as any injunctions or restraining orders.

Volunteers must report this information to the Community Engagement Coordinator prior to returning to volunteer. Municipal ordinance citations must be reported if related in any way to the facility or department rules (including any/all drug or alcohol-related citations).

## **17 FRATERNIZATION**

The relationship between volunteers and offenders is overwhelmingly positive. The benefits of having volunteers from the community not only serves the population but enhances the entire culture of the facility. However, due to the nature of a correctional environment, it is the responsibility of everyone involved to maintain strict boundaries to maintain a safe and secure environment for everyone. The IDOC takes a firm stance prohibiting fraternization. For the purposes of a correctional environment, fraternization is defined as relationships with offenders that go beyond the normal scope of the role of a volunteer. The purpose is to avoid potential conflicts of interest or impairment of supervision and rehabilitation, and to provide humane and respectful treatment of offenders. The information below provides clarification about what fraternization means in a correctional environment. Volunteers are prohibited from exchanging goods/services/funds/favors with:

- Any incarcerated offender
- Any offender under the supervision of probation/parole
- Any family/friends/associates of an offender  
Volunteers must not personally intercede or advocate on behalf of an offender regarding:
- Facility discipline
- Facility programming
- Rules of supervision
- Employment matter
- Character references
- Parole, pardon, commutation or any judicial matters
- Other volunteer provisions pertaining to fraternization are:

Volunteers must not get involved in any way with an offender's family or known associates.

Volunteers must treat all offenders impartially; may not grant special privileges, considerations, contacts, etc. to any individual offender.

Volunteers are prohibited from any type of personal correspondence including letters, emails, or phone calls with any offenders or their family/associates without prior approval from the Warden. Any personal contact that exists prior to volunteering must be disclosed on the Volunteer Application. Any personal contact after volunteering has begun must be reported to the Community Engagement Coordinator. This includes any previously approved visitation. Please remember this basic formula.

## **TIME + EXPOSURE = OPPORTUNITY FOR MANIPULATION**

Very clear boundaries should be respected and any contact that could appear to violate these conditions must be reported to the Community Engagement Coordinator. Communication between volunteers and facility staff is the best tool to prevent situations where you may be exceeding the acceptable boundaries.

If you discover that someone you know becomes incarcerated (e.g. family member, mild acquaintances, former co-worker, a neighbor, family friend, etc.), report this to the CEC immediately. Relationships must be evaluated by staff to determine whether your continued volunteer service will pose a conflict of interest at any IDOC facilities. If it is discovered after the fact, your volunteer service may be terminated. Any questions regarding an offender relationship should be directed to the CEC. Constant and continuous communication with the CEC is your best defense to defuse compromising situations before they occur. If an offender makes any type of request of any item or favor or anything outside the scope of your service, report it immediately to the CEC. **Think of it this way – only provide an offender with something you could provide to every offender at the facility, such as encouraging words or a listening ear.**

The above guidelines also apply to offenders asking their family or friends to intercede as a go-between. Any violation of these guidelines could result in termination of your volunteer involvement. 14 If you have any questions, comments, or concerns about any of the above information, please do not hesitate to contact your Community Engagement Coordinator.

## **18 TRAFFICKING**

Trafficking is a concern for every correctional facility and poses a serious danger to the safety and security of the facility. The basic definition of trafficking is bringing any item into a facility and giving it to an offender or taking any item from an offender outside the facility, without the approval of staff. More commonly, trafficking can take the form of volunteers delivering messages or well wishes from an offender to a family member or associate. A volunteer found to be engaging in any form of trafficking will be immediately gate closed and if the intent or item is found to be criminal, charges may be sought. Trafficking is discussed in more detail in the eLearning Modules.

## **19 VOLUNTEER SUSPENSION, DISMISSAL, AND GATE CLOSURES**

Experience has shown that the vast majority of volunteers do an excellent job, enjoy their volunteer service, and comply with facility rules and regulations. However, there are times when the services of a volunteer or group must be suspended or terminated. Individual and group volunteer services and activities may be terminated for the following:

- A. Unlawful conduct
- B. Failure to comply with Department policies and procedures and/or facility rules, directives and procedures including but not limited to:
  - a. Fraternization with offenders
  - b. Behavior that threatens the security of the facility or the safety of the individuals, or failure to report knowledge of such threats

- c. Non-compliance with training and evaluations procedures
  - d. Breach of confidentiality unrelated to safety and security
  - e. Unreliable attendance
  - f. Inability to cooperate with staff
- C. Unsatisfactory job performance
- D. Group or individual no longer meets the needs of the facility
- E. Completion of assignment or activity
- F. Other reasons, at the discretion of the Warden In the event of A or B above, the facility may issue a gate closure. A gate closure means that an individual volunteer is no longer permitted to enter the facility they serve at and in some circumstances, they may not enter any IDOC facility. In the event of a suspension, dismissal, or gate closure, the CEC will inform you of the decision and answer any questions you may have. If a volunteer would like to appeal this decision, they may write to the Warden. Ultimately, the Warden makes the final decision.

It is important to communicate with the CEC when any situations arise that may threaten the continuation of your volunteer service. Communication is often the difference between resolving an issue and facing the consequences because of it. It is our goal that you have a productive, rewarding, and safe volunteer experience. If at any point you are not satisfied, please let us know.

## **20 FAITH-BASED SERVICES**

Faith-based activities are a significant portion of the daily life of many of our offenders, and volunteers make a major contribution to these services. The Chaplain at the facility is assigned to oversee faith based services. Some facilities rely on a volunteer Chaplain to fulfill these duties. Since there are many faiths represented in the offender population, volunteers play a critical role in providing these services. Volunteers that serve in a faith-based capacity should be familiar with Indiana Code 11-11-4-1, Religious and Personal Expression, Confined Person's Rights. It states that a confined person is entitled to believe in the religion of their choice and attendance at religious services or belief in any religion is not required. The Department maintains a strict non-proselytizing stance. This means that volunteers are welcome to practice and share their beliefs but they may not make any disparaging remarks toward other faiths or those that do not prescribe to any particular faith. The population of the Department is comprised of a diverse group of individuals and it is important we maintain a respectful and supportive environment for everyone.

## **21 FACILITY LOCKDOWNS**

An unlikely occurrence is when a facility is placed on a lockdown. This means that all volunteer activities are suspended until further notice. The CEC, or other facility staff member, will do their best to notify volunteers in advance if this happens but depending on the circumstances, this may not be possible. Volunteers are encouraged to contact the facility prior to leaving for their volunteer service to ensure the facility is under normal operations, especially when driving a significant distance. The IDOC may utilize social media to broadcast an announcement, so volunteers are encouraged to utilize social media

for updated information. We apologize in advance for any inconvenience this may cause you and we appreciate your patience and understanding.

## **22 VOLUNTEER RECORDS**

As a volunteer, you will be asked to complete the required volunteer forms. These forms must be completed prior to volunteering in a facility and updated on an annual basis. Personal information related to volunteers will be regarded as sensitive and highly confidential and will be stored in a secure location not accessible by the offender population. You will also be expected to sign-in/out each time you visit the facility so the CEC can keep accurate records of your volunteer service.

## **23 VOLUNTEER EVALUATION**

The Community Engagement Coordinator will complete a written evaluation of all volunteer services on an annual basis. Services will be evaluated and reviewed at the end of each scheduled cycle. The volunteer will also complete an annual self-evaluation regarding the quality and effectiveness of their services. These evaluations are used for planning and determining the services offered at the facility.

## **24 SPECIAL GUESTS**

Special Guests may take various forms including event speakers, performers, tours, etc. Facilities are always interested in having individuals and groups visit for educational and entertainment purposes. If you know someone, a group, or organization that may be interesting in one of these opportunities, contact the CEC for more information. Current volunteers are also our best advocates. They help us recruit like-minded individuals who want to help us prepare our population for success. If you know anyone who may be interested in volunteering, ask your CEC to setup a special visit so they can see the wonderful work that you do.

## **25 POST-RELEASE CONTACT**

Contact with offenders post-release is completely voluntary and is neither a requirement nor an expectation by the Department. Volunteers interested in continuing contact with offenders post-release should take significant consideration of their safety. Once you have made the decision that you would like to maintain contact post-release, notify your CEC as soon as possible, before any contact is made. They will provide you with the proper form to request approval for post-release contact. Your continued volunteer service at the facility is dependent upon full disclosure and at the discretion of staff, the Warden, and the supervising agency of the offender (probation/Parole). While the continued support of a volunteer can play a vital role in the success of an offender, the primary concern of the Department is the safety and security of the volunteer and the facility.

## **26 VOLUNTEER RECOGNITION**

Each facility hosts an annual event that recognizes the exemplary services our volunteers provide. These events offer an opportunity for staff and our population to show our appreciation and also provide an opportunity for volunteers to meet each other, share a meal, and learn more about the many volunteer groups at the facility. Your CEC will send you an invitation when this event is planned. We hope that you will set time aside to join us.

## **27 VOLUNTEER/DONATION NEEDS**

The IDOC always has a need for more volunteers! Volunteers serve a variety of roles include facilitating character and faith-based programming, educational and tutoring services, mentorship, re-entry resources and much more! Your CEC can provide you with the specific volunteer needs at their facility. Donations are also always welcome. Donations can be clothing for release, equipment for specific activities, books for the library, religious material for the chapel, and other educational material. Ask your CEC about the specific donation needs at the facility. 28 SOCIAL MEDIA The Department has taken great strides to maintain a strong social media presence. This allows us to celebrate the fantastic work of our staff, offenders, and volunteers. It also allows us to communicate important information. We encourage you to follow the Department main pages as well as the Facebook page of the facility where you volunteer.

- Facebook – [www.facebook.com/IndianaDOC](http://www.facebook.com/IndianaDOC)
- Instagram – <https://www.instagram.com/indianacorrection/>
- LinkedIn – [www.linkedin.com/company/indiana-department-of-correction](http://www.linkedin.com/company/indiana-department-of-correction)
- Twitter – [@IndianaDOC](https://twitter.com/IndianaDOC)
- YouTube – <https://www.youtube.com/channel/UC3dVZ3bGf0Yff7zkmryv-RQ>

## **29 CLOSING**

Thank you for taking the time to review the information in this handbook. You have learned more about the Department, the way the facilities operate, and your role as a volunteer. Please remember that it is important to ask questions and seek answers throughout your experience as a volunteer. We always welcome questions, comments, concerns, and suggestions regarding any aspect of your experience with the IDOC. You can contact your group leader, the Community Engagement Coordinator, Chaplain, Deputy Warden of Re-Entry, or the Warden. You are also welcome to contact Central Office.

Indiana Department of Correction Community  
Engagement

Indiana Government Center South  
302 W. Washington IGCS, Rm. E-334  
Indianapolis, IN 46204

We truly appreciate all of the contributions from our volunteers in every facility throughout the State. They have a passion and a dedication for their service and for that we are eternally grateful. Thank you for your past, present, and future volunteer service to the Indiana Department of Correction!